

AMENDMENTS TO THE CLAIMS

1-30: (canceled)

31. (Currently Amended) A system for handling page request errors, comprising:

an error processing server; and

a client component that runs on a user computing device in association with or as part of a browser program and communicates with the error processing server over a computer network;

wherein the client component is responsive to detection of the unavailability of a target web page requested by the browser program by sending a request to the error processing server, and the error processing server is responsive to the request by using an address of the target web page to select an alternate object to be displayed by the browser program in place of the requested target web page, wherein the error processing server is capable of selecting the alternate object according to a predefined hierarchy of alternate object types such that selection priority is given to a first type of alternate object over at least a second type of alternate object;

whereby the system enables an alternate object that is associated with the requested web page to be presented to a user when the requested web page is unavailable.

32. (Previously Presented) The system of Claim 31, wherein the error processing server is capable of checking a plurality of different sources to identify an alternate object, each source corresponding to a different type of alternate object.

33. (Currently Amended) The system of Claim 31, wherein the error processing server further causes the browser program to display ~~messages identifying the sources of the alternate objects~~ a message indicating the type of the alternate object selected for display.

34. (Previously Presented) The system of Claim 31, wherein the error processing server accesses a table that maps specific URLs to URLs of alternate objects, and uses the table to select at least some of the alternate objects to present to users.

35. (Previously Presented) The system of Claim 34, wherein the table maps URLs to substitute URLs.

36. (Previously Presented) The system of Claim 34, wherein the table maps URLs to related URLs.

37. (Previously Presented) The system of Claim 34, further comprising an analysis component that analyzes clickstreams of users and associated web pages to generate URL-to-URL mappings included within the table.

38. (Previously Presented) The system of Claim 31, wherein the error processing server compares a target URL supplied by a user to URLs contained within a clickstream of the user to evaluate whether the user mis-entered the target URL.

39. (Previously Presented) The system of Claim 31, wherein the error processing server additionally generates at least some of the selected alternate objects.

40. (Currently Amended) The system of Claim 31, wherein the client component requests an alternate object from the error processing server in response to detecting at least [[a]] an HTTP 404 error.

41. (Previously Presented) The system of Claim 31, wherein the client component requests an alternate object from the error processing server in response to detecting at least a timeout error.

42. (Previously Presented) The system of Claim 31, wherein the client component is a browser plug-in.

43. (Previously Presented) A computer-implemented method of handling page load errors, comprising:

detecting, at a user computing device that runs a web browser, that a browser request for a target web page has resulted in an error of a defined type;

transmitting an address of the target web page from the user computing device to an error processing server;

at the error processing server, using the address of the target web page to identify select an alternate web page to display within the browser, said alternate web page being related to, but not an archived version of, the target web page wherein the error processing server selects the alternate web page using a hierarchy that specifies a preference for a first type of alternate web page over at least a second type of alternate web page; and

causing the web browser to display the alternate web page in place of the requested target web page.

44. (Currently Amended) The method of Claim 43, wherein the error-processing server identifies the alternate web page using a pre-specified hierarchy that specifies multiple types of alternate web pages, such that priority is given to a first type of alternate web page over at least a second type of alternate web page first and second types of alternate web pages are selected from the following group of alternate web page types: (a) a substitute web page, which is a web page determined to have visible content that is substantially identical to visible content of the target web page, (b) a cached version of the target web page, (c) a non-cached web page that is related to the target web page but is not a substitute web page, (d) a web page obtained from a similarly but differently spelled URL in a clickstream history associated with the user computing device.

45. (Previously Presented) The method of Claim 43, wherein the method comprises the error processing server selecting a secondary type of alternate web page to display within the browser in response to detecting that a primary type of alternate web page is not available.

46. (Currently Amended) The method of Claim 43, further comprising displaying a message within the web browser indicating at least a source of the alternate web page which of said types of alternate web pages was selected for display.

47. (Currently Amended) The method of Claim 43, wherein the error of a defined type is [[a]] an HTTP 404 error.

48. (Currently Amended) The method of Claim 43, wherein the alternate web page is method comprises the error processing server selecting a cached version of the target web page to display in response to determining that no substitute web page is known for the target web page.

49. (Currently Amended) The method of Claim 43, wherein the first type of alternate web page is a web page retrieved from a URL that is deemed to be a replacement URL for the target web page.

50. (Currently Amended) The method of Claim 43, wherein the step of using the address of the target web page to identify select an alternate web page ~~emprise~~ comprises accessing a URL-to-URL mapping table that separately maps each of a plurality of target URLs to a URL of an alternate web page.

51. (Currently Amended) The method of Claim 43, wherein the step of using the address of the target web page to identify select an alternate web page comprises comparing a target URL

supplied by a user to URLs contained in a clickstream history of the user to evaluate whether the user mis-entered the target URL.

52. (Currently Amended) The method of Claim 43, wherein the alternate web page is generated dynamically by the error processing server system.

53. (Previously Presented) The method of Claim 52, wherein the dynamically-generated web page includes links to pages that are at least related to the target web page.

54. (Currently Amended) A method of handling errors associated with browser requests for displayable objects, the method comprising:

detecting, at a user computing device that runs a web browser, that a browser request for a target object at a target URL has resulted in an error of a defined type;

looking up an alternate URL based at least in-part on the target URL, said alternate URL specifying a location of an alternate object, said alternate object not being an archived version of the target object, wherein looking up the alternate URL comprises using a hierarchy of alternate object types to select the alternate URL, said hierarchy of alternate object types specifying a preference for a first alternate object type over at least a second alternate object type; and

responding to the error by doing at least one of the following (1) retrieving the alternate object from the alternate URL and displaying the alternate object within the web browser, (2) presenting, on the user computing device, a link to the alternate object to allow a user to select the alternate object for display.

55. (Currently Amended) The method of Claim 54, wherein ~~looking up the alternate URL~~ comprises giving priority to a first type of alternate URL over at least a second type of alternate URL the first and second alternate object types are selected from the following group of alternate object types: (a) a substitute object, which is an object determined to have visible content that is substantially identical to visible content of the target object, (b) a cached version of the target object, (c) a non-cached object that is related to the target object but is not a substitute object, (d) an object obtained from a similarly spelled URL present in a clickstream history associated with the user computing device.

56. (Currently Amended) The method of Claim 54, wherein the method comprises retrieving the alternate object, and displaying the alternate object within the web browser together

with a message indicating at least a source of the alternate object which of said types of alternate objects is displayed.

57. (Currently Amended) The method of Claim 54, wherein the error of a defined type is [[a)] an HTTP 404 error.

58. (Currently Amended) The method of Claim 54, wherein the error of a defined type is a timeout error in which host a host of the target object fails to respond to the browser request within a selected time period.

59. (Currently Amended) The method of Claim 54, wherein the ~~alternate object is a~~ method comprises determining whether a substitute URL is known for the target URL, and when no substitute URL is known, using a cached version of the target object as the alternate object.

60. (Currently Amended) The method of Claim 54, wherein the ~~alternate object is an~~ object retrieved from a URL that is deemed to be a replacement URL for the target object method comprises giving preference to a cached version of the target object over a web page that is related to, but not a cached version of, the target object.

61. (Previously Presented) The method of Claim 54, wherein the step of looking up an alternate URL comprises accessing a URL-to-URL mapping table that separately maps each of a plurality of URLs to a URL of a corresponding alternate object.

62. (Previously Presented) The method of Claim 61, wherein the step of accessing the URL-to-URL mapping table comprises accessing a cached version of the table stored on the user computing device.

63. (Previously Presented) The method of Claim 54, wherein the step of looking up an alternate URL is performed by a remote error processing server in response to a message received from the user computing device.

64. (New) The method of Claim 54, wherein the hierarchy is based on preferences specified by a user of the user computing device.

65. (New) The method of Claim 43, wherein the hierarchy is specified by a user of the user computing device, such that the alternate web page is selected according to at least one preference of the user.

66. (New) The system of Claim 31, wherein the first and second types of alternate objects are selected from the following group of alternate object types: (a) a substitute object, which is an

object previously determined to have visible content that is substantially identical to visible content of the target web page, (b) a cached version of the target web page, (c) a non-cached web page that is related to the target web page but is not a substitute object, (d) an object obtained from a similarly but differently spelled URL in a clickstream history associated with the browser program.

67. (New) The system of Claim 66, wherein the predefined hierarchy of alternate objects includes all four of said types of alternate objects, (a), (b), (c) and (d).

68. (New) The system of Claim 31, wherein the first type of alternate object is a substitute object, which is an object determined to have visible content substantially identical to visible content the target web page, and the second type of object is a cached version of the target web page.

69. (New) The system of Claim 31, wherein the first type of alternate object is a substitute object, which is an object determined to have visible content that is substantially identical to visible content of the target web page, and the second type of alternate object is a related web page that is not a substitute object.

70. (New) The system of Claim 31, wherein the first type of alternate object is a cached version of the target web page, and the second type of alternate object is a non-cached web page determined to be related to the target web page.

71. (New) The system of Claim 31, wherein the error processing server is configured to check for the first type of alternate object, and to return the second type of alternate object only if the first type of alternate object is not available.

72. (New) The system of Claim 31, wherein the predefined hierarchy of alternate object types is pre-specified by said user.

73. (New) The system of Claim 31, wherein the system enables each user to specify the predefined hierarchy to control how alternate objects are selected for display.

74. (New) The system of Claim 31, wherein the system enables an end user to specify that a particular type of alternate object should not be displayed.

75. (New) The system of Claim 31, wherein the address of the target web page is a URL.

76. (New) The system of Claim 31, wherein the client component is configured to generate HTTP requests.